***Statement***

*Details of complaint receiver or disposed during the last three financial years*

| Telecom Circles | 2004-2005 | | 2005-2006 | | 2006-2007 | |
|---|---|---|---|---|---|---|
| | No. of complaints received | No. of complaints disposed | No. of complaints received | No. of complaints disposed | No. of complaints received | No. of complaints disposed |
| Andman & Nicobar | 0 | 0 | 0 | 0 | 0 | 0 |
| Andhra Pradesh | 0 | 0 | 5 | 5 | 3 | 3 |
| Assam | 0 | 0 | 1 | 1 | 2 | 2 |
| Bihar | 0 | 0 | 0 | 0 | 9 | 7 |
| Chhattisgarh | 0 | 0 | 2 | 2 | 0 | 0 |
| Chennai | 2 | 2 | 2 | 2 | 6 | 6 |
| Gujarat | 1 | 1 | 1 | 1 | 4 | 4 |
| Haryana | 1 | 1 | 0 | 0 | 3 | 3 |
| Himachal Pradesh | 0 | 0 | 0 | 0 | 3 | 3 |
| Jharkhand | 0 | 0 | 0 | 0 | 4 | 4 |
| Jammu & Kashmir | 2 | 2 | 2 | 2 | 1 | 1 |
| Kolkata | 0 | 0 | 1 | 1 | 1 | 1 |
| Karnataka | 1 | 1 | 2 | 2 | 3 | 3 |
| Kerala | 1 | 1 | 5 | 5 | 5 | 5 |
| Maharashtra | 0 | 0 | 8 | 8 | 2 | 2 |
| Madhya Pradesh | 1 | 1 | 3 | 3 | 3 | 3 |
| Delhi | 0 | 0 | 2 | 2 | 2 | 2 |
| Mumbai | 0 | 0 | 0 | 0 | 1 | 1 |
| North East I | 1 | 1 | 0 | 0 | 1 | 1 |
| North East II | 1 | 1 | 0 | 0 | 2 | 2 |
| Orissa | 0 | 0 | 2 | 2 | 2 | 2 |
| Punjab | 0 | 0 | 0 | 0 | 1 | 1 |
| Rajasthan | 2 | 2 | 4 | 4 | 7 | 7 |
| Tamil Nadu | 5 | 5 | 0 | 0 | 7 | 7 |
| U.P. (E) | 0 | 0 | 1 | 1 | 3 | 3 |
| U.P. (W) | 0 | 0 | 2 | 2 | 4 | 4 |
| Uttaranchal | 1 | 1 | 1 | 1 | 1 | 1 |
| West Bengal | 1 | 1 | 0 | 0 | 3 | 3 |
| TOTAL: | 20 | 20 | 44 | 44 | 83 | 81 |

**Opening of new post offices**

453. SHRI A. VIJAY ARAGHAVAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether a number of villages in the country are without post office;

(b) if so, the number of villages that are not having post office, State-wise and category-wise, till date;

(c) the steps taken to meet the requirement of people for post office in these villages;

(d) whether there is any proposal to open post offices in private sector;

(e) if so, the details including the number of such post offices opened/proposed to be opened in private sector, category-wise, till date; and

(f) whether steps would be taken to drop the proposal to open post offices in private sector?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir.

(b) The number of villages that are not having post offices is 4,71,955. The State-wise details is given in the Statement (*See* below). As regards category-wise break-up of post offices in these 4,71,955 villages, the question does not arise as postal counters do not exist at all in these villages.

(c) The Department provides facilities of daily delivery of mail at the doorstep of every customer, collects letters from letter boxes and sells stamps and stationery at the doorstep of customers in villages.

(d) No, Sir.

(e) and (f) Do not arise in view of (d) above.

***Statement***

*State/Circle-wise Number of Villages without Post Office*

| Sl. No. | Name of Circle | Number of Villages without Post Office |
|---|---|---|
| 1 | 2 | 3 |
| 1. | Andhra Pradesh | 27159 |
| 2. | Assam | 21416 |
| 3. | Bihar | 29853 |
| 4. | Chhattisgarh | 16905 |
| 5. | Delhi | 70 |
| 6. | Gujarat | 10039 |
| | Daman & Diu & D.N. Haveli | 38 |
| 7. | Haryana | 4436 |
| 8. | Himachal Pradesh | 14836 |
| 9. | Jammu & Kashmir | 4393 |
| 10. | Jharkhand | 25930 |
| 11. | Karnataka | 19305 |
| 12. | Kerala | Nil |
| | Lakshdweep | Nil |
| | Mahe | Nil |
| 13. | Madhya Pradesh | 44315 |
| 14. | Maharashtra | 29370 |
| | Goa | 136 |
| 15. | North East | |

| 1 | 2 | 3 |
|---|---|---|
| | Arunachal Pradesh | 3371 |
| | Manipur | 1748 |
| | Meghalaya | 5420 |
| | Mizoram | 294 |
| | Nagaland | 930 |
| | Tripura | 198 |
| 16. | Orissa | 39407 |
| 17. | Punjab | 8862 |
| | Chandigarh | 14 |
| 18. | Rajasthan | 28216 |
| 19. | Tamil Nadu | 6318 |
| | Pondicherry | 233 |
| 20. | Uttarakhand | 13265 |
| 21. | Uttar Pradesh | 84542 |
| 22. | West Bengal | 30271 |
| | Andaman Nicobar | 415 |
| | Sikkim | 250 |
| | TOTAL: | 471955 |

**Growth rate of BSNL**

†454. SHRI RAJ MOHINDER SINGH MAJITHA:
DR. MURLI MANOHAR JOSHI:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the increase in the number of subscribers of the cellular service provided by Bharat Sanchar Nigam Limited (BSNL) is not increasing in comparison to private sector companies;

(b) if so, the monthly growth rate of public sector company during past months in the year 2006 and 2007 in this regard;

(c) the growth rate of private sector companies during the said period; and

(d) the assessment regarding financial loss to the public sector company due to the said decline?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir. Growth of BSNL Cellular subscriber has been slow in recent months as compared to private sector companies.

†Original notice of the question was received in Hindi